

Szkolenie: ITIL®
ITIL® Service Operations (SO)

Cel szkolenia:

Szkolenie + egzamin w cenie

ITIL® is comprised of five core publications: **Service Strategy (SS)**, **Service Design (SD)**, **Service Transition (ST)**, **Service Operations (SO)** and **Continual Service Improvement (CSI)**. It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The **ITIL® SO (Service Operation)** course is part of the ITIL® Intermediate Lifecycle stream. The course prepares candidates to take the **ITIL® Service Operation Intermediate exam** as well as providing valuable knowledge that can be implemented in the workplace. The **Service Operation Certificate** is a free-standing qualification but is also part of the ITIL® intermediate lifecycle stream. It is one of the modules that leads to the **ITIL® Expert Certificate in IT Service Management (ITSM)**. The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in **IT Service Management** as documented in the **ITIL® Service Operation** publication.

This qualification provides a complete management-level overview of **Service Operation** including all its related activities. Candidates can expect to gain competencies in the following:

- Introduction to Service Operation
- Service Operation principles
- Service Operation processes
- Common Service Operation activities
- Organizing for Service Operation: functions
- Technology considerations
- Implementation of Service Operation
- Challenges, critical success factors and risks.

In addition, the training for this certification includes examination preparation, and a mock examination.

This lifecycle stage focuses on organizing and maintaining the day-to-day Service Operation. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the **ITIL® Intermediate Service Operation certification exam** as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Plan szkolenia:

- COURSE INTRODUCTION
 - Introduction to Service Operation
 - Purpose and objectives
 - Scope of Service Operation
 - Context within the Service Lifecycle
 - Short summary of the lifecycle phases
 - Service Operation Fundamentals
 - The Processes within Service
 - The functions within Service
 - The value to the business
 - The ITIL® Certification scheme
 - The exam format
- PRINCIPLES
 - Organizational issues including: Functions, Groups, Teams, Departments, Divisions and Roles
 - Achieving balance; stability versus responsiveness, internal versus external view, etc.
 - Providing Service
 - Involvement in Service Strategy, Design, Transition and CSI
 - Operational Health
 - Communication
 - Documentation
 - Inputs and outputs to the other lifecycle phases
- PROCESSES
 - Incident Management
 - Request Fulfillment

- Problem Management
- Access Management
- ACTIVITIES
 - Monitoring and Control
 - IT Operations
 - Mainframe Management
 - Server Management
 - Network Management
 - Storage and Archive
 - Database Management
 - Directory Services Management
 - Desktop Support
 - Middleware Management
 - InternetA/Veb Management
 - Facilities and Data Center Management
 - IT Security Management in relation to Service Operation
 - Improvement activities
 - Operational Activities of processes covered in other lifecycle stages
- ORGANIZING SERVICE OPERATION
 - Functions:
 - Service Desk,
 - IT Operations Management.
 - Roles and Responsibilities
- TECHNOLOGY CONSIDERATIONS
 - Generic Requirements
 - Event Management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Access Management
 - Service Desk
- IMPLEMENTATION AND IMPROVEMENT
 - Managing Change in Service
 - Service Operation and Project Management
 - Assessing and Managing Risk in Service Operations
 - Operational Staff in Design and Transition

- Planning and Implementing Service Management Technologies
- CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS
 - Challenges for Service Operation Managers
 - Critical Success Factors
 - Risks
- APPENDICES
 - Business case study and exercises
 - Sample Exams
 - Feedback
 - Recap

Wymagania:

An **ITIL® Foundation certificate** and preferably two years work experience in an **IT Service Management** environment.

Poziom trudności



Certyfikaty:

About the Exam: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8.
Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes.
Open/Closed Book: Closed Book

Prowadzący:

Authorized PEOPLECERT Trainer.

Informacje dodatkowe:

ITIL® jest zarejestrowanym znakiem handlowym należącym do firmy AXELOS Limited i używanym za jej zgodą. Wszelkie prawa zastrzeżone.

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